

# DAY TRIP BOOKING CONDITIONS

All bookings are made subject to the following terms and conditions. Your contract is with A W Eastons Coaches Ltd.

**1. Admissions to Venues:** Admission is included where stated. National Trust (NT) and/or English Heritage (EH) members may use their cards but failure to bring your card will result in you having to pay full admission on the day.

**2. Alcohol** is not permitted and cannot be consumed inside the coach.

**3. Amendments:** You can transfer a day trip to another of equal or greater value and/or amend details of your current booking provided the request is made no later than 7 days before departure date. Any amendments are subject to a £5 administration fee. Where other services are included, i.e. theatre tickets, admission tickets etc, the transfer amount is subject to the conditions of the supplier and whether the relevant tickets have been purchased by us. Should this be the case, only the coach travel cost is transferable, with the remaining ticket price being treated as a cancellation.

**4. Rescheduled Trips Due to Unforeseen Circumstances:** If your day excursion has been rescheduled or you were given the option to transfer your booking due to unforeseen circumstances (Covid-19 for example) and you have agreed to the change, then standard bookings conditions will apply.

**5. Animals Not Permitted:** Guide dogs or hearing dogs excepted, UK trips only.

**6. Booking Fares:** Bookings must be paid in full before departure date.

**7. Brochure Accuracy:** The information in this brochure is believed to be accurate at the time of going to press (October 2024).

**8. Cancellation by Eastons Holidays:** Customers will be notified **in writing** no later than seven days before departure and given a full refund. In these circumstances, no compensation is payable.

**IMPORTANT NOTE** Compensation will not be payable if the trip is cancelled because the number of persons booked is less than the number required, or for events beyond our control, which include: war, threat of war, riots, civil disturbances, terrorist activity and its consequences, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks and pandemics, unavoidable and unforeseeable technical problems with transport for reasons beyond our control or that of our suppliers; hurricanes and other actual or potential severe weather conditions and any other similar events. In no case will we cancel your day excursion less than 1 week before the scheduled departure date, except where you have failed to pay the final balance or because of force majeure (force majeure means an event which we or the suppliers of the services in question could not foresee or avoid and is therefore beyond our control).

## 9. Cancellation by Passenger:

Cancellations are strictly subject to the following charges:

Period before departure:	Cancellation charge as a % of total cost:
7 Days or more	50%*
Less Than 7 Days	100%

**IMPORTANT NOTE:** \*Where other elements are included such as theatre tickets, admission tickets to a particular attraction or venue that have been confirmed and paid for by A W Eastons Coaches, these costs will be deducted before the 50% refund is calculated. All refund requests must be made in writing to our Head Office or your booking agent. **PLEASE NOTE** for those day trips that are priced on an all-inclusive basis the ticket cost will be excluded in any refund calculation.

**10. Children's fares:** Child fares apply between the ages of 2 and 15. Children under 2 and not occupying a seat may travel free. All children must be accompanied by a full fare-paying adult.

**11. Complaints** should be made in writing only to the Manager at our Head Office, within 14 days of the date of the trip.

**12. Disabled Persons:** We offer the same standard of service to all customers including the disabled. Wherever possible, we will accommodate disabled people, although we are limited in the assistance we can provide. From the kerb level there are 5 steps to the seating area and passengers will need to be able to board and disembark unaided. For vintage coaches, there are less steps and are much steeper. Please notify us of any disability at the time of booking.

**12b. Access to Venues & Attractions:** If you have specific access needs to a theatre/concert venue, please advise at the time of booking as we will need to contact the venue to what is available. We cannot accept any responsibility if there are any access issues at a venue or attraction.

**13. Group Concessions:** For groups of 10 or more passengers, you will be eligible to a 10% discount. One payment must be made by the lead passenger. Please call to discuss your options and payment terms.

**14a Late Arrival of Customer:** We will not be responsible, under any circumstances, for customers failing to board the coach at their allotted time or when instructed by the driver. Any additional travel costs incurred by the customer in those circumstances are not refundable.

**14b Late Arrival of Coach:** For whatever reason, should the coach be late in arriving at its designated pick-up point, at the day trip attraction itself or the return drop off we will not be liable to offer any form of compensation.

**15. Lost Property:** This should be claimed and collected from our Head Office within two weeks of travel. Any perishable items will be disposed of straight away.

**16. Luggage & Shopping:** This is carried at the owner's risk and must be clearly labelled where possible.

**17. Passports/Visas:** It is the responsibility of the customer to check whether passports and or visas are required for European day trips. We advise that there should be at least 6 months validity at the time of travel.

**18. Personal Audio/Visual Equipment:** We believe that our coach trips are a social hub where people can get together, chat, make friends, socialise and enjoy the scenery along the way. Should you wish to use a mobile phone, tablet or other audio/visual device – please be respectful towards other passengers and use headphones. USB charging is available on some of our vehicles but cannot be guaranteed. We do not have Wi-Fi on any of our vehicles.

**19a Seat numbers:** Due to different coach configurations and for operational reasons we may have to allocate different seat numbers, although this will be avoided as far as possible.

**19b:** For single travelling passengers Eastons reserve the right to reallocate your seat to optimise the full capacity of the coach.

**20. Senior Citizen Concessions:** These apply to those over the age of 60.

**21. Setting Down:** We set down in reverse order to the pick-up circuit but in exceptional circumstances we may have to set down in the same picking up order. This is likely to happen on more local excursions such as Thursford

**22. Change of Local Joining Point:** We reserve the right to change your local joining point. This will only happen when circumstances dictate, such as road closures which force a diversion. On these occasions we will always aim to inform you with as much notice as possible so you may select a new joining point.

**23. Smoking & Electronic Cigarettes:** Smoking and vaping is strictly prohibited on all of our vehicles.

**24a Times to Destination:** We are unable to specify the arrival point or time at the day trip destination and similarly the departure point and time as these may vary.

**24b Times to Home:** These are the approximate range of arrival times under normal traffic conditions.

**25a Trip Curtailment (us the company):** Should a day trip subsequently have to be curtailed due to unforeseen circumstances such as mechanical or other coach defects; compensation shall be at the total discretion of Eastons Holidays.

**25b Trip Curtailment (you the passenger):** Should you have to curtail the trip due to unforeseen circumstances such as a medical issue. Eastons Holidays are not responsible for your repatriation/onward travel.

**26. Unreasonable conduct:** We will refuse a booking or terminate a passenger's travel in the event of unreasonable conduct. Unreasonable conduct includes failure by customer to return to the coach at the time instructed by the driver in which case the driver will be entitled to depart and we shall not be held responsible for any extra travel or other costs subsequently incurred by the customer.

**27. Coach Specification:** We will endeavour to match all advertised coach specifications, however, reserve the right to use an alternative vehicle if circumstances arise. In these cases, no compensation is payable.

**28. Dietary Requirements:** Please inform us of any dietary requirements at the time of booking any excursion that includes any food options. Venues require us to pre-book included food options in advance of our excursion. Eastons Holidays cannot be held responsible or assist you if we were not made aware of such requirements at the time of booking.

*Terms and Conditions revised – 1st November 2024*